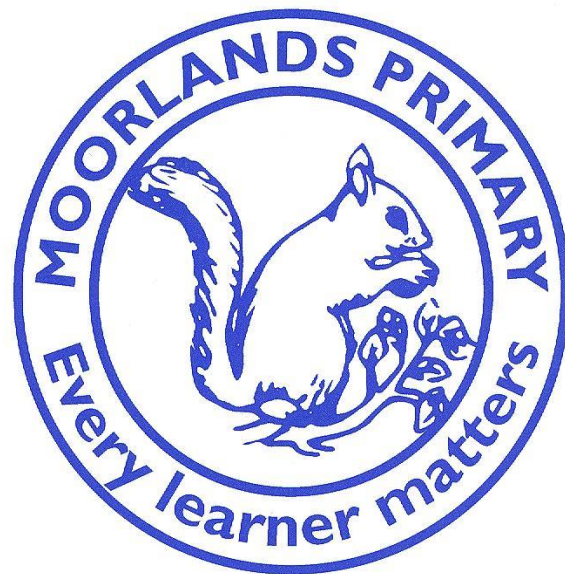


Complaints Policy



This policy sets out Moorlands Primary School Complaints procedures.

Signed by Head Teacher _____

Signed by Chair of Governors _____

Review Date _____



Moorlands Primary School

Complaints Policy

1. Introduction

We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents and carers. However, it is important that the school has procedures in place through which parents and carers can exercise their right to complain about aspects of the school's policy or practice, if they have concerns which have not been resolved through the normal channels of communication. This policy sets out the procedures which the school follows in such cases.

We believe that Moorlands Primary School provides an effective education for all our children, and that the Headteacher and all staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or other adults who are part of the school community (Staff grievances are normally dealt with under the Staff Grievance procedure). The following policy sets out the procedure that the school follows in such cases.

If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately. We always seek to resolve any concerns as quickly as possible, in the best interests of the child. In the vast majority of such cases, issues can be resolved to the satisfaction of parents and carers without recourse to formal procedures.

All parents and carers have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

2. Aims and objectives

Moorlands Primary School aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We aim to provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The aims of this policy are to:

- assure all parents that we will consider all complaints seriously;
- set out how we will manage the complaints process;
- make clear the roles and responsibilities of staff in responding to any complaints;
- Provide information to parents and carers if they wish to make a complaint.



3. The complaints process

STAGE 1

Step 1

The complaint or concern should be discussed with your child's teacher. Most difficulties are resolved at this stage. If you are not able to come into the school you can also put your concerns in writing addressed to your child's class teacher.

Step 2

If you are not satisfied with the outcome of your complaint you may escalate it to the Phase Leader for your child's year group.

Step 3

Where a parent feels that a situation has not been resolved through contact with the class teacher and phase leader, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it, as appropriate, with the Assistant Headteacher or Headteacher, if necessary.

The Headteacher or Assistant Headteacher will undertake the necessary investigations to address your concerns. Your complaint will be heard by the Headteacher and most complaints are resolved at this stage.

Should a parent have a complaint about the Headteacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

STAGE 2

Step 4

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. All complaints at this stage need to be addressed in writing to the Chair of Governors, c/o Moorlands Primary School. This written complaint should state the nature of the complaint and how the school has handled it so far. The Chair of Governor (or if appropriate another nominated governor) will investigate your concerns and reply to you in writing. The Chair of Governors will aim to respond to your complaint within 10 working days from the receipt of your letter.

The Chair of Governors (or if appropriate another nominated governor) will investigate the issue to ensure that stage 1 of the process has been followed and that the school has responded properly to the complaint at the informal stage.

The Chair of Governors (or if appropriate another nominated governor) will investigate the complaint and respond fully on behalf of the governing body within 10 days.



Step 5

If the person making the complaint is not satisfied with the response they should advise the school office within one school working week. This should be in writing and provide full details of why their complaint remains unresolved (stage 3). The governing body will consider all written complaints at stage three within two school working weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least five days' notice of the meeting, and the opportunity to submit further information in writing if they so wish.

The parent or carer may take a friend, representative or interpreter with them to the meeting if they so wish.

After hearing the complaint and all the evidence, the governors' panel may ask questions to clarify any issues. They will also hear from the headteacher who will present the school's position and will question him/her about this. The panel will then consider their decision and inform the parent about it in writing. The governors do all they can at this stage (stage 3) to resolve the complaint to the parent's satisfaction.

Step 6

In most cases the decision of the Governing Body is the final stage in the consideration of your complaint. However, if you feel that the school staff and

Governors have not dealt with your concerns to your satisfaction, and you have gone through all the stages mentioned above, you can contact the either the Department for Education or Ofsted depending on the nature of the complaint. Guidance can be found online.

3.9 See [appendix 1](#) for A Complaints Procedures Flowchart which outlines the manner in which complaints should be reported to the school.

4. Monitoring and review

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school, and records how they were resolved. Governors examine this log on an annual basis.
- 4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.
- 4.3 This policy will be reviewed annually.



Complaints Procedures Flowchart



Step 1

All initial concerns should be reported to your child's class teacher.

Step 2

If you are not satisfied with the outcome of your complaint you may escalate it to the Phase Leader for your child's year group.

The following members of staff are Phase Leaders:

Year R-Mrs N Henneberg
 Years 1 and 2- Miss A Llewellyn
 Year 4 and 5- Miss G Waring
 Year 3 and 6- Mr A Turner

Please contact the office to make an appointment. All of our phase leaders do teach so may not be able to see or speak to you immediately. They will get back to you as soon as possible.

Step 3

If you still unhappy with how your complaint has been handled, then you may wish to consider making an appointment with a Senior Leader or Head Teacher, depending on the nature of your complaint.

The following members of staff are Senior Leaders:

Head Teacher- Ms C Potter
 Assistant Head Teacher- Mrs L Ross
 Assistant Head Teacher- Mrs R Wright
 Senior Leader- Miss S Roughton

Please contact the office to make an appointment or request a call back. They will get back to you as soon as possible.

Most complaints can be resolved during one of these above steps. If your concern has not been resolved then you may escalate your concern further.

The above steps are informal and known as STAGE 1



Step 4

If steps 1-4 (Stage 1) do not resolve your complaint, then you are welcome to bring it to the attention of to the Governing Body.

This is known as STAGE 2 and is a formal procedure.

All complaints to the Governing Body **MUST** be made in writing.

Please include:

Your initial complaint

Steps that have been made to resolve your complain so far

This letter should be addressed to the Chairs of Governors:

Mrs J Geen and Mrs L Rankin

Complaints escalated to the Governing Body will be referred back to the parent where STAGE 1 of the procedures have not been followed.

The Governing Body will investigate your complaint and respond within 2 school weeks.

Step 5

If you are dissatisfied with the outcome of your complaint at Stage 2 then you are welcome to request a meeting within 1 week of the outcome. This is known as **STAGE 3**, where a panel review the complaint and steps taken to attempt to resolve it and respond accordingly, within 10 working days

Step 6

At this stage the decision and outcome of the Governing Body regarding your complaint is unlikely to change. A complainant who remains unsatisfied after their complaint has been fully considered under the arrangements described above will be able to make a complaint to the Secretary of State.

However, under Section 23 (2) of the Education Reform Act, the Secretary of State may not consider any such complaint unless it has first been through all stages of approved local arrangements.

Complaints about the education for pupils are to be considered about complaints above the governing body's responsibilities in respect of the school curriculum, but will not cover complaints about the actions of individual teachers or the Head Teacher. If, in the course of consideration of a complaint, the governing body or the local authority conclude that disciplinary or other proceedings should be initiated, they should take separate action as appropriate.

Complaints about the Head Teacher should be brought directly to the Governing Body **in writing**, outlining the complaint and the steps taken to attempt to resolve it so far.

The Governing Body will investigate your complaint and respond within 2 school weeks.

COMPLAINTS ABOUT INDIVIDUAL GOVERNORS

If a formal (i.e. written) complaint is made by any member of the school community about the conduct of an individual governor, a panel composed of three governors will be convened in order to investigate the validity of the complaint. If the panel decides after investigation that the complaint is justified, it will prescribe an appropriate sanction OR in serious cases will refer the matter to the full governing body. A governor who is the subject of a complaint may then make an appeal to an independent appeal panel made up of three further governors.

